CITIZEN’S CHARTER

The Union Territory of Puducherry comprises of four regions viz; Puducherry, Karaikal, Mahe and Yanam and the same is under the direct administration of Government of India. The Public Works Department the premier technical organization in the Union Territory of Puducherry is involved in the infrastructure development activities in Planning, Designing, Construction and Maintenance of Buildings, Roads, Bridges, National Highways, Irrigation, Flood Control Water Supply and Public Health Engineering in all the four regions namely, Puducherry, Karaikal, Mahe and Yanam. The Department is also responsible for maintaining essential services like Water Supply, Sewerage, and Management of Water Resources etc. This Citizen’s Charter is brought out to create public awareness on the activities of the Department which is solely functioning for the betterment of the people of Puducherry, its environs and to provide more responsive and effective services to the Public and to introduce transparency in its administration. This Citizens’ Charter is published to `create awareness among the public about their entitled services from Public Works Department, standard of services, access to general information, layers of decision making and time bound schedule of various services. However, this document is not legally challengeable.

A public Grievances Cell is functioning in the central Office, Public Works Department under the control of the Engineer Assistant to Chief Engineer. The public can approach the Cell on all working days to register their grievances in person or they can register their complaints over phone or through letter. A Complaint Box exists in the premises of the Office of the Chief Engineer to enable the public to drop their written complaints.

The provisions contained in the Charter and the corresponding services rendered by the Department will be reviewed half-yearly by the Chief Engineer.

The details of various services rendered by various PWD offices and Officers to be contacted are given in the following paragraphs:
## I. WATER SUPPLY AND SEWERAGE SECTOR

### 1. Water Supply Connection:

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Services</th>
<th>Service / Performance Standards</th>
<th>Contact details of the Responsible officer</th>
<th>Process</th>
<th>Documents required</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.a</td>
<td>Providing New Water Supply Service connection</td>
<td>30 days</td>
<td><strong>Puducherry Region</strong></td>
<td>a. The filled up application form with all supporting documents shall be submitted in the Office of the respective Assistant Engineer. The party can obtain acknowledgement from the office.</td>
<td>1. Application in prescribed form (Forms will be issued free of cost in the Offices of the Junior Engineers / Assistant Engineers of respective areas on all working days during office hours or can be downloaded from <a href="http://pwd.puducherry.gov.in/pwd_downloads.html">http://pwd.puducherry.gov.in/pwd_downloads.html</a>)</td>
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<td>b. In case of eligible applications intimation to pay scrutiny charges will be communicated to the applicant within <strong>Fifteen Days</strong> from the date of receipt of application. The rejected application will be returned to the party.</td>
<td>2. Copy of the document of Ownership of the property</td>
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<tr>
<td></td>
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<td></td>
<td>c. Work order for the service connection will be issued within <strong>Seven days</strong> from the date of payment of scrutiny charges / production of permission for road cutting issued by concerned road authorities.</td>
<td>3. Copy of the approval from the Competent Authority of the Building Plan</td>
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</tr>
</tbody>
</table>
| **Karaikal Region**  
Assistant Engineer  
Water Works Sub-Division  
Public Works Department  
Thirunallar Road,  
Karaikal – 609 602  
Phone: 04368-222592  | **Mahe Region**  
Assistant Engineer  
Roads and Water Supply Sub Division  
Mini Civil Station Complex  
Public Works Department  
Mahe – 673 310  
Phone: 0490-2333200  | **Yanam Region**  
Assistant Engineer  
Sub-Division-II(Water Supply & Buildings)  
Public Works Department  
Pedapudi Street,  
Yanam – 533 464  
Phone: 0884-2321273  |
| 1.b  Complaints on Water Supply services such as leakage in distribution mains / break down of supply / shortage in supply / quality of water  
3 days  
- as above – (or)  
also in the nearest Water Supply Pumping Station of the respective areas  | Remedial action on the complaints will be taken within three days from the date of receipt of complaint / occurrence.  |   |
## 2. Sewerage Service:

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Services</th>
<th>Process</th>
<th>Documents required</th>
<th>Fee</th>
</tr>
</thead>
</table>
| 2.a    | New connection for under ground sewerage service             | a. The filled up application form with all supporting documents shall be submitted in the Office of the respective Assistant Engineer. The party can obtain acknowledgement from the office.  
|        |                                                               | b. In case of eligible applications intimation to pay scrutiny charges will be communicated to the applicant within **Fifteen Days** from the date of receipt of application. The rejected application will be returned to the party.  
|        |                                                               | c. Work order for the service connection will be issued within **Seven days** from the date of payment of scrutiny charges / production of permission for road cutting issued by concerned road authorities. | 1. Application in prescribed form (Forms will be issued free of cost in the Offices of the Junior Engineers / Assistant Engineers of respective areas on all working days during office hours or can be downloaded from http://pwd.puducherry.gov.in/pwd_downloads.html)  
|        |                                                               |                                                                        | 2. Copy of the document of Ownership of the property                                                   | as applicable                    |
|        |                                                               |                                                                        | 3. Copy of the approval from the Competent Authority of the Building Plan                              |                                   |

**Puducherry Region**  
Assistant Engineer  
Drainage I & II  
Public Health Division,  
Public Works Department,  
Lal Bahadur Sastri Street,  
Puducherry – 605 001  
Phone: 0413-2336076

**Karaikal Region**  
Assistant Engineer  
Irrigation & Public Health Division,  
Public Works Department  
Karaikal  
Phone: 04368-222592
| 2.b | Complaints on underground Sewerage Services such as overflowing, blockages, broken / missing manhole covers | 3 days | As above (or) also in the nearest Sewerage Pumping station of the respective areas. | Remedial action on the complaints will be taken within three days from the date of receipt of complaint / occurrence. | - | as applicable |

In case of any difficulties in getting the grievances redressed, the public shall approach the higher level officers:

**Pondicherry Region:**
Executive Engineer, Public Health Division, Subbaiah Salai, Puducherry – 605 001

**Karaikal Region**
Executive Engineer, Irrigation & Public Health Division, Church Street, Karaikal – 609 602

**Mahe Region**
Executive Engineer, PWD, Mahe Division, Mahe

**Yanam Region**
Executive Engineer, PWD, Yanam Division, Yanam
## II. ROADS SECTOR

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Services</th>
<th>Contact details of the Responsible officer</th>
<th>Process</th>
<th>Documents required</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.a</td>
<td>Complaints on Pot holes and patches</td>
<td></td>
<td>Will be rectified within 15 days from the date of receipt of complaint / occurrence</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>1.b</td>
<td>Obstruction on Roads such as heaps of dismantled materials, unattended road cutting, fallen / overhanging trees</td>
<td></td>
<td>Will be rectified within 15 days from the date of receipt of complaint / occurrence</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td>1.c</td>
<td>Permission for erection of temporary Pandal, Shamiyanahs and banners</td>
<td></td>
<td>Permission will be issued with 7 days from the date of remittance of prescribed license fee</td>
<td>-</td>
<td>As applicable</td>
</tr>
<tr>
<td>1.d</td>
<td>Permission for cutting roads to take house service connections</td>
<td></td>
<td>Permission will be issued with 7 days from the date of remittance of prescribed license fee</td>
<td>Work order from the Water Supply / Drainage / Electricity</td>
<td>As applicable</td>
</tr>
<tr>
<td>1.e</td>
<td>Request for speed breakers other than NH roads</td>
<td></td>
<td>The necessity will be examined and provided within 90 days from the date of requisition</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

### PUDUCHERRY REGION

#### B & R (South) Division

**a) In-charge of Roads in Ariankuppam, partly Villianur Commune**

Assistant Engineer  
Sub-Division-III  
B&R (South) Division  
Public Works Department  
Indra Nagar, Gorimedu, Puducherry – 605 006.  
Phone: 0413-2274648

**In charge of Roads in Bahour Commune**

Assistant Engineer  
Sub-Division-IV  
B&R (South) Division  
Public Works Department  
Indra Nagar, Gorimedu, Puducherry – 605 006.  
Phone: 0413-2274663
| In-charge of Roads in Nettapakkam Commune | Assistant Engineer Sub-Division-V  
B&R (South) Division  
Public Works Department,  
Indra Nagar, Gorimedu,  
Puducherry – 605 006.  
Phone: 0413-2273423 |  |
|---|---|---|
| **B & R (North) Division**  
Villianur Town Roads. RC-16 Road from Villianur to Pathukannu Ariyur – Anandapuram Road, RC-12 Sanniyasikuppam road from Muthupillaipalayam to Konerikuppam.  
Senthanatham and Ariyapalayam road.  
Poraiyur Main Road  
Kalapet village road. Alankuppam village road  
RC-22 Pathukannu to Sedarapet road,  
Koodapakkam main road from Pathukannu to Konerikuppam.  
Pillaiyarkuppam village roads.  
Thuthipet Industrial roads. Arasur and G.N. Palayam road.  
RC-7 Suthukeny road. Katterikuppam – Lingareddipalayam sugar mill road.  
Theethampakkam road connecting RC-4 to RC-7. Suthukeny to Pudukuppam road. Katterikuppam to Valudavour road upto state border.  
Pudukuppam to Lingareddipalayam road. Vinayagampet to Sorapet road.  
Vambupet – Sorapet Link road. | Assistant Engineer Sub-Division-I,  
B&R (North) Division,  
Public Works Department,  
Puducherry  
Phone: 0413-2278403 |  |
| Assistant Engineer Sub-Division-II,  
B&R (North) Division,  
PWD, Puducherry  
Phone: 0413-2278239 |  |
<p>| RC-4 Valudavour road from Iyyankuttipalayam to Koonimudakku State Border. RC-13 Sellipet road from Pathukannu junction to Vadhanur. Rc21 Frontier road from Madagadipet junction to Mumbarampet state border. Rc-12 Moolakulam road branching from NH-45A at Moolakulam to Gopalankadai. | B &amp; R (Central) Division |
| B &amp; R (Central) Division |
| Assistant Engineer Roads &amp; Bridges (Central) Division 2nd Floor, Circle-III Office Building Labordonnais street, Puducherry Phone: 0413-2338973 |
| Rc-4 Valudhavour road from Rajiv Gandhi Square to Iyyankuttipalayam (State border) connecting road of Transport City from Mettupalayam Valudhaviour road, Moolakulam road from Salai Street to Valudhaviour road at Mettupalayam, PWD road in Oulgaret Commune, Lawspet, Muthialpet, Gorimedu, Thattanchavady villages. Cuddalore road from Venkatasubbareddiar statue to Marapalam, Bharathi Mill road from |</p>
<table>
<thead>
<tr>
<th>Roads In-Charge</th>
<th>Division</th>
<th>Contact Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cuddalore road. Ambedkar salai from South boulevard, Subbiah salai, Cuddalore road Nellithope to Marapalam, Lenin road, Puliansalai road, Anna Salai, S.V.Patel Salai, Goubert Salai, Ellaipillaichavady ring road, M.G.Road, J.N. St., Maraimalai Adigal Salai, Lal Bahadour Sastri Street, etc.</td>
<td>Urban</td>
<td>Assistant Engineer B&amp;R (Central) Division PWD Stores, Labordonnais Street, Puducherry Phone: 0413-2338973</td>
</tr>
<tr>
<td>In-charge of Roads in the <em>Urban</em> area of Puducherry (South)</td>
<td>National Highways Division</td>
<td>Assistant Engineer National Highways Sub-Division – I (ECR) PWD, Puducherry</td>
</tr>
<tr>
<td>In-charge of Roads (ECR) from Rajiv Gandhi Square to Ganagachettikulam.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>In-charge of roads (NH-45A) from Indira Gandhi Square to Madagadipet State border.</td>
<td></td>
<td>Assistant Engineer National Highways Sub-Division – II PWD, Puducherry Phone: 0413-2337712</td>
</tr>
<tr>
<td>In-charge of roads (NH-45A) from Indira Gandhi Square to Mullodai State border.</td>
<td></td>
<td>Assistant Engineer National Highways Sub-Division III PWD, Puducherry Phone: 0413-2337712</td>
</tr>
<tr>
<td>Region</td>
<td>In-charge of all PWD Roads</td>
<td>Assistant Engineer</td>
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</tr>
<tr>
<td>KARAIKAL REGION</td>
<td>In-charge of all PWD Roads in Karaikal region</td>
<td>Assistant Engineer Roads Sub Division Beach Road PWD, Karaikal – 609 602</td>
</tr>
<tr>
<td>MAHE REGION</td>
<td>In-charge of all PWD Roads in Mahe Region</td>
<td>Assistant Engineer Roads &amp; Water Supply Sub-Division, Mini Civil Station, PWD, Mahe</td>
</tr>
<tr>
<td>YANAM REGION</td>
<td>In-charge of all PWD Roads in Yanam Region</td>
<td>Assistant Engineer Sub-Division-I PWD, Yanam</td>
</tr>
</tbody>
</table>

In case of any difficulties in getting the grievances redressed, the public shall approach the higher level officers of the concerned division: Pondicherry Region

Executive Engineer, Buildings & Roads (South) Division, Dr. Ambedkar Salai, Puducherry – 605 001
Executive Engineer, National Highways, Subash Chandra Bose Street, Puducherry – 605 001

Executive Engineer, Buildings & Roads (Central) Division, Labourdonais Street, Puducherry – 605 001

The Executive Engineer, Buildings & Roads (North) Division, Labourdonais Street, Puducherry-605 001

Karaikal Region

Executive Engineer, Buildings & Roads Division, Church Street, Karaikal

Mahe Region

Executive Engineer, PWD, Mahe Division, Mahe

Yanam Region

Executive Engineer, PWD, Yanam Division, Yanam
### III. IRRIGATION, FLOOD CONTROL AND SURFACE DRAINAGE

<table>
<thead>
<tr>
<th>Sl. No.</th>
<th>Services</th>
<th>Service / Performance Standards</th>
<th>Contact details of the Responsible officer</th>
<th>Process</th>
<th>Documents required</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.a</td>
<td>Requests / complaints on Irrigation, Flood Control and Drainage system viz. release of water for Irrigation, desilting of Minor supply channels, breaches during floods and cleaning of drains. Construction of culverts, permissions etc.</td>
<td></td>
<td><strong>PUDUCHERRY REGION</strong>  For Irrigation and flood control Executive Engineer Irrigation Division Public Works Department, Evache Street Puducherry Pin: 605 001  Drainage carrier on roads side: Executive Engineer Buildings &amp; Roads (North) (South) &amp; (Central) Divisions, Public Works Department, Labourdonnais Street, Puducherry Pin: 605 001</td>
<td>Request for release of water for irrigation will be complied within 7 days from the date of receipt of request in respect of Ossudu and Bahour Tank Desilting of minor irrigation canals belonging to PWD will be done within 30 days from the date of requisition Cleaning of Urban / Sub Urban drains belonging to PWD will be done within <strong>Fifteen Days</strong> from the date of request. Breaches of river / canal / tank bunds will be attended to with due urgency. Permission for construction of culverts over the canals / drains will be examined and reply will be sent within 30 days from the date of request.</td>
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</tr>
<tr>
<td>Region</td>
<td>Executive Engineer</td>
<td>Location</td>
<td>Pin Code</td>
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</tbody>
</table>
| KARAIKAL REGION | For Irrigation and flood control  
Executive Engineer  
Irrigation & Public Health Division,  
PWD, Karaikal  
Pin: 609 602 | Drainage carrier on roads side:  
Executive Engineer  
Buildings & Roads Division  
PWD, Karaikal  
Pin: 609 602 | |
| MAHE REGION    | Executive Engineer  
PWD  
Mahe  
Pin Code: 673 310 | | |
| YANAM REGION   | Executive Engineer  
PWD  
Yanam  
Pin Code: 533 464 | | |
## CENTRAL OFFICE

<table>
<thead>
<tr>
<th></th>
<th>Name</th>
<th>Designation</th>
<th>Address</th>
<th>Contact Information</th>
<th>Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Er. S. Mahalingam</td>
<td>Chief Engineer</td>
<td>Central Office, PWD</td>
<td>0413-2336394(O), 0413-2338233(O), 0413-2331815(F)</td>
<td>Head of Department</td>
</tr>
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<td></td>
<td></td>
<td></td>
<td>34, Lal Bahadur Sastri Street</td>
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<td>Puducherry – 605 01</td>
<td>94431 90229</td>
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<tr>
<td>2.</td>
<td>Er. K. Veeraselvam</td>
<td>Executive Engineer (Designs)</td>
<td>Central Office, PWD Complex</td>
<td>0413-2336772(O), 99944 85339</td>
<td>Designs, Training and Puducherry Schedule of Rates</td>
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<tr>
<td></td>
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<td></td>
<td>Subash Chandra Bose Street</td>
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<td>Puducherry – 605 001</td>
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<tr>
<td>3.</td>
<td>Er. K. Veeraselvam</td>
<td>Executive Engineer (Planning)</td>
<td>Central Office, PWD</td>
<td>0413-2336509(O), 99944 85339</td>
<td>Obtaining Administrative approval and expenditure sanction, technical approval of projects of other Government agencies and undertakings, public grievances etc.,</td>
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<td>34, Lal Bahadur Sastri Street</td>
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<td>Puducherry – 605 001</td>
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<tr>
<td>4.</td>
<td>Ar. R. Radhakrishan</td>
<td>Architect</td>
<td>Central Office, PWD</td>
<td>0413-2336490(O)</td>
<td>Architectural design and planning</td>
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<td>34, Lal Bahadur Sastri Street</td>
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<td>Puducherry</td>
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<tr>
<td>5.</td>
<td>Shri. K. Muralidharan</td>
<td>Senior Accounts Officer</td>
<td>Central Office, PWD Complex</td>
<td>0413-2336394(O), 0413-2336395(O), 94431 42772</td>
<td>Budget, audit and public accounts committee</td>
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<td>Subash Chandra Bose Street</td>
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<td>Puducherry – 605 001</td>
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<tr>
<td>6.</td>
<td>Ar. P. Vaitianadin</td>
<td>Engineer Assistant</td>
<td>Central Office, PWD</td>
<td>0413-2330420(O), 0413-2336394(O), 0413-2336395(O)</td>
<td>Establishment matters of the Department administration and staff grievances</td>
</tr>
<tr>
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<td></td>
<td>34, Lal Bahadur Sastri Street</td>
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<td>Puducherry</td>
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<tr>
<td>7.</td>
<td>Er. S. Sridhar</td>
<td>Assistant Engineer</td>
<td>Quality Control, PWD Complex</td>
<td>0413-2336394(O), 0413-2336395(O)</td>
<td>Quality Control, Vigilance and Technical Auditing</td>
</tr>
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<td></td>
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<td></td>
<td>Subash Chandra Bose Street</td>
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<td>Puducherry – 605 001</td>
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</tr>
<tr>
<td>8.</td>
<td>Smt. K. Latchoumy</td>
<td>Law Officer</td>
<td>Central Office, PWD Complex</td>
<td>0413-2220054(O), 93854 33118</td>
<td>All legal matters related to PWD office</td>
</tr>
<tr>
<td></td>
<td></td>
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<td>Subash Chandra Bose Street</td>
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<td></td>
<td>Puducherry – 605 001</td>
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</tr>
</tbody>
</table>
CIRCLE-I

1. **Er. S. Mahalingam**  
   Superintending Engineer  
   Circle-I, PWD Complex  
   Subash Chandra Bose Street  
   Puducherry – 605 001  
   Head of Circle-I and controlling officer for the Divisions of B&R (South), B&R (North), B&R (Central), Special Buildings Division-I, National Highways Division

2. **Er. A. Baskaran**  
   Executive Engineer  
   Special Buildings Division-I  
   Evache Street  
   Puducherry – 605 001  

3. **Er. M. Gnanasekaran**  
   Executive Engineer  
   Buildings & Roads (South) Division, Dr. Ambedkar Salai  
   Puducherry – 605 001  
   Investigation, designs and laying of roads located south of NH45A and buildings pertaining to electricity, Stationery & Printing and Fisheries

4. **Er. A. Rajasegaran**  
   Executive Engineer  
   National Highways  
   Labourdonais Street  
   Puducherry – 605 001  
   NH45A & ECR within the Puducherry limit. NH66 and NH45A (Extension)

5. **Er. S. Manickavasagam**  
   Executive Engineer  
   Buildings & Roads (Central)  
   Labourdonais Street  
   Puducherry – 605 001  
   Roads in the urban outskirts of Puducherry and Buildings pertaining to Raj Nivas, Chief Secretariat, Legislative Assembly, Hon'ble Ministers residences, Quarters of Secretaries to Government, Government Servant Quarters, Guest House at Indira Nagar, Library Buildings etc.,

6. **Er. R. Saisubramanian**  
   Executive Engineer  
   Buildings & Roads (North) Division  
   Labourdonais Street  
   Puducherry-605 001  
   Roads located north of NH45A and buildings belonging to Adi Dravidar Welfare Department, Social Welfare Department, Labour Department etc.,
<table>
<thead>
<tr>
<th>No.</th>
<th>Name</th>
<th>Position</th>
<th>Location</th>
<th>Contact Numbers</th>
<th>Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Er. J. Lucien Pedro Kumar</td>
<td>Superintending Engineer, Circle-II, PWD, Evache Street</td>
<td>Puducherry – 605 001</td>
<td>0413-2224711(O) 0413-2337090(R) 94870 11191</td>
<td>Head of Circle-II and controlling officer for the Division of Public Health Division, Irrigation Division, SBD-II, Mahe and Yanam Division.</td>
</tr>
<tr>
<td>2.</td>
<td>Er. R. Ravichandran</td>
<td>Executive Engineer</td>
<td>Public Health Division, Subbaiah Salai</td>
<td>0413-2336068(O) 98943 91481</td>
<td>Urban and Rural Water Supply and provision and underground sewerage facilities</td>
</tr>
<tr>
<td>3.</td>
<td>Er. K. Jeevadayalan</td>
<td>Executive Engineer</td>
<td>Irrigation Division, Evache Street</td>
<td>0413-2336399(O) 94436 29459</td>
<td>Minor Irrigation and Flood Control Works of Puducherry Region</td>
</tr>
<tr>
<td>4.</td>
<td>Er. R. Ravichandran</td>
<td>Executive Engineer</td>
<td>Special Buildings Division – II, Evache Street</td>
<td>0413-2222752(P) 0413-2336626(O) 98943 91481</td>
<td>Construction and maintenance of all buildings of Education Department</td>
</tr>
<tr>
<td>5.</td>
<td>Er. O. Pradeep Kumar</td>
<td>Executive Engineer</td>
<td>PWD, Mahe Division, Mahe</td>
<td>0490-2332524(O) 0490-2333280(F) 94957 22344</td>
<td>PWD works of Mahe Region</td>
</tr>
<tr>
<td>6.</td>
<td>Er. E. Ramadass</td>
<td>Executive Engineer</td>
<td>PWD, Yanam Division, Yanam</td>
<td>0884-2321273(O) 0884-2321759(F) 94861 60090</td>
<td>PWD works at Yanam region</td>
</tr>
</tbody>
</table>
CIRCLE-III

1. **Er. S. Suresh**  
   Superintending Engineer-III,  
   PWD, Karaikal  
   04368-228262(O)  
   04368-228263(F)  
   94432 24371  
   Head of Circle-III and controlling officer for the B&R Division and I&PH Division, PWD, Karaikal and TTTDP Division.

2. **Er. S. Palani**  
   Executive Engineer  
   Buildings & Roads Division  
   Church Street, Karaikal  
   04368-222617(O)  
   94422 06070  
   Roads and buildings of Karaikal region.

3. **Er. G. Packirisamy**  
   Executive Engineer,  
   Irrigation & Public Health  
   Church Street  
   Karaikal – 609 602  
   04368-222592(O)  
   Irrigation and Public Health, Flood Control and Water Supply in Karaikal Region.